

Planned Water Shutdown

Frequently Asked Questions

WHAKATĀNE WEST

7 – 8 SEPTEMBER 2023

whakatane.govt.nz



FAQs

When is this shutdown occurring?

From 9pm Thursday 7th September to 5am Friday 8th September 2023.

Why is there a water shutdown?

This water shutdown is necessary to enable the connection of the new upgraded water main at the Landing Road area, as part of the Landing Road Roundabout redevelopment. It has been scheduled during the night to minimise disruption to consumers (9pm – 5am)

What should I expect during the shutdown?

During the water shutdown, expect a temporary interruption to your water supply. Water services will be unavailable from 9pm Thursday 7th September, until 5am the following morning Friday 8th September.

How do I prepare for this?

To prepare for the water shutdown, consider storing water in clean, food-grade containers in advance for your drinking water and cooking. For toilet use – consider filling your bathtub, and other containers for your toilet use (you can flush your toilet using a bucket of water).

Can I flush my toilet during the shutdown?

Yes, you can flush your toilet by emptying a bucket of water in to the toilet bowl.

Will the water be safe to use after the shutdown is complete?

Yes, the water should be safe to use after the shutdown. However, we recommend running the cold water tap for a few minutes to clear any potential stagnation in your pipes once the supply is restored.

I noticed milky water coming out of my tap after the water is restored. Is this normal?

Occasionally, you may experience milky or cloudy water after the shutdown. This is typically caused by tiny air bubbles in the water and is not harmful. Running your cold water tap for a few minutes should help clear the issue.

What should I do if I notice air in the line after the water is back on?

If you detect air in the water lines, simply let your cold-water tap run for a few minutes until the water flows smoothly. This will help remove any residual air pockets.

What should I do if I notice dirty or brown water after the water is restored? Is this normal?

If you observe dirty or brown water, this may be caused by sediments or minerals that can accumulate in the pipes. Don't be alarmed - the discoloured water is typically not harmful to your health, but it's best to avoid using it for consumption or cleaning.

- Run your cold water tap for a longer period than usual, preferably at a low flow, until the water runs clear. This can help flush out any accumulated sediments in your plumbing.

- Avoid using hot water until the cold water runs clear to prevent discoloured water from entering your water heater.

- If the issue persists after flushing your cold water tap for an extended period, or if you have any concerns, please contact our customer service immediately for assistance at 07 3060500. Our team will provide guidance and take any necessary steps to address the situation promptly.

Should I take any precautions with water-dependent equipment or appliances during the shutdown?

To prevent potential damage or clogs once the water supply is restored, it's advisable to plug off or avoid using water-dependent appliances and fixtures such as washing machines, dishwashers, and toilets during the shutdown period.

Can I run my water taps or fixtures before 5am when the shutdown is officially over?

We kindly request that you do not run your water taps or fixtures before 5am. Starting from 3am, we will begin the process of recharging the water system and flushing hydrants to remove any residual air in the lines. Running taps before 5am may interfere with this important maintenance process.

Is there an emergency contact available in case of issues during the shutdown?

For any urgent concerns or emergencies related to the water shutdown, please contact our 24/7 customer service team on 07 306 0500.

How can I stay updated on the progress of the shutdown or any changes to the timeframe?

For the latest information regarding the water shutdown and any schedule updates, please visit our webpage www.whakatane.govt.nz/landingroad, follow our social media accounts, or contact our customer service at 07 306 0500.

What happens if there is fire?

We have informed Fire and Emergency and have arranged a 10,000l tanker to be positioned at The Hub Whakatāne as an additional contingency.

We appreciate your understanding and cooperation during this essential work period. We apologize for any inconvenience this temporary water shutdown may cause and thank you for your patience as we work to improve our water infrastructure.